GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1888
ANSWERED ON:29.11.2007
CONGESTION IN INTEGRATED TRAIN ENQUIRY SYSTEM
Masood Shri Rasheed

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Integrated Train Enquiry System accessible over phone has been evaluated to find out the time taken to access the system;

(b) if so, the details thereof;

(c) whether the system is found to be always engaged most of the time resulting in inconvenience to the people;

(d) if so, the reasons therefor; and

(e) the measures being taken to improve the said situation especially in the metropolitan cities?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): Yes, Sir.

(b): The time taken to respond a call varies between 2 to 4 seconds depending upon the call being answered through Interactive Voice Response System (IVRS) or by a call agent.

(c): No, Sir.

(d): Does not arise.

(e): The system is designed to handle 1.67 lac calls per hour while the maximum calls received per hour till date has been 8500 only.